

# Sample Assessment Material

## Listening Transcript

ES1C23 – VTCT (ITEC) Level 1 Certificate in ESOL  
International (B2)

## 1.1. Listening transcripts

### Part 1

1. Would you like me tell you how to teach online?
2. I can't believe you don't recycle!
3. I believe yoga is so important for my emotional wellbeing.
4. Did you get an empty blue screen on your computer?
5. I just dropped off the rest of the clothes at your house.
6. Did you use YouTube to practice the dance steps?
7. My sister has decided to become a nurse.

### Part 2 Recording A

Assistant: Hello, this is Michael at Daisy Clothing. How may I help you?

Customer: Hi, I'm Rose. I've bought some clothes from you last week and I'm not happy with the quality so I would like a refund.

Assistant: Can you tell me what you bought please?

Customer: Yes, a maxi skirt and a shirt – I also bought a pair of trousers but those are ok.

Assistant: And what seems to be the problem with the items?

Customer: Well, the skirt is much too short and the shirt has a hole on the sleeve. Also, the material is very thin.

Assistant: Hmm, well I'll give you a refund for the shirt, I expect it must have happened during packing. I'm sorry about this problem, however, I cannot help you with the skirt, the size is stated clearly in the brochure and you should have checked this before you bought it – we have strict procedures on this.

Customer: I checked the size carefully and I also measured myself to ensure I got the right size – I had not made a mistake. I have ordered from this company many times before and if you value my custom, I suggest you give me refund or I shall report your poor service.

Assistant: Excuse me madam! I think you are being quite rude. I am only doing my job so I must ask these questions. Now you have explained the situation, I'm sure I can help. Please tell me the length you ordered, we have 106, 101 and 96 centimetres.

Customer: I am sorry, I've had a very stressful day. The skirt length I ordered was 106 centimetres – the one I was sent is 96 centimetres, which is for someone who is 161 centimetres tall. I'm 176 centimetrestall.

Assistant: I'll look into this for you.

## Recording B

Interviewer: Today I am interviewing digital nomad Jack from London. Welcome! Interviewee: Thanks Louise!

Great to be interviewed.

Interviewer: So Jack, thanks to the beauty of modern technology, you're in Madrid, I am in New York and our listeners will be anywhere from Sydney to Ottawa. I guess that forms the basis of being a digital nomad. Technology, right?

Interviewee: Absolutely Louise! Without technology, this lifestyle would be impossible. Interviewer: So, how did you become a digital nomad?

Interviewee: Well, I began my career as a History teacher but I really wanted to travel, so I decided to retrain as an English teacher and then apply for jobs in schools all over the world. I worked at a language centre in Japan for two years and then a school in Dubai for three years but as much as I loved it I was still restricted to the classroom. I therefore started to look at online teaching opportunities, and I realised it was possible to have a mobile classroom and teach from anywhere.

Interviewer: How do you become an online teacher?

Interviewee: Like any job, you have an interview as part of the selection process. You also have to do a short teaching session – I think this is the most important element really, I teach children in Hong Kong, and so I had to show that I had the skills to teach kids. They also check your certificates, passports and any criminal records.

Interviewer: Wow, how exciting! So for someone interested in being an online teacher, what advice would you give them?

Interviewee: Firstly, I'd say your background is your classroom so make it look really exciting and inviting - I always have a map of the world. Also, it's a great idea to have props such as a whiteboard and pen. You also have to be really enthusiastic and be very patient. Learning a new language is hard work. You also must ensure you have a good Wi-Fi speed – slow Wi-Fi equals no pay!

Interviewer: Where else have you worked from?

Interviewee: In the last two years, Thailand and Malaysia. These places are great because the Wi-Fi is excellent. Also, they are in the same time zone to where my students are based, which helps a lot! I've also worked in Brazil but I had to get up at 4 am because of the time difference, I found that hard, so I'll stick to South-East Asia for now!

### Part 3

Have you heard of Dr. Seuss? His books are well-known to children everywhere. His real name was Theodore Seuss Geisel and he was born to Theodore and Henrietta in Springfield, America on March 2<sup>nd</sup> 1904. He was known as Ted by his family and had one sister called Margareta Christine, also known as Marnie by her family. The unusual name, Seuss, was his mother's maiden name. Dr. Seuss spent his childhood at 74 Fairfield Street and his favourite pass time was visiting the Zoo in Forest Park with his Father - It was here that he began sketching animals. He later entered Dartmouth College in 1921 and graduated in June 1925. It was here that he first began using the surname Seuss when he was writing for the college magazine. He added the Dr. in 1927 and used the name Dr. Seuss thereafter.

After leaving Dartmouth, he travelled to Oxford where he attended Lincoln College and met his future wife, Helen Palmer. They married in 1927 and moved to New York. Dr. Seuss' first children's book was published in 1937, after it was rejected by publishers 27 times. The book was called 'And to think that I saw it on Mulberry Street' and it was based on his childhood recollections. The author Beatrix Potter said the book was "the cleverest book I have met for some years". In 1943, Dr Seuss met Chuck Jones with whom he would collaborate to create the 1966 television special 'How the Grinch stole Christmas', based upon the book with the same name. Dr. Seuss wrote the book because he disliked Christmas. Later in 1957, Dr. Seuss decided he wanted to help children to read. He thought that the existing reading books were very boring so he created the hugely successful 'The Cat in the Hat'.